CAPPS Financials Service Requests (SRs) Report
Date of Report: 07/01/2020

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		**90**
Accounts Receivable		**2**
Asset Management		**32**
Cash Receipts		**17**
Customer Contracts		**2**
ePro		**13**
General Ledger		**42**
Interfaces	Assessment	1
	Assigned	10
	Awaiting Customer	4
	In Work	14
	Pending Prod Approval	1
	System Test	3
Interfaces		**33**
Inventory		**6**
None	Assigned	3
	Awaiting Customer	1
	In Work	1
None		**5**
Not Applicable		**395**
PeopleTools		**2**
Project Costing		**8**
Purchase Orders	Acceptance Testing	3
	Assessment	2
	Assigned	20
	Awaiting Customer	6
	In Work	12
	Pending Prod Approval	1
	System Test	1
Purchase Orders		**45**
Reports		**44**
Security		**31**
Strategic Sourcing		**1**
Supplier Contracts		**2**
Training		**1**
Workflow		**17**
Grand Total		**788**

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	18
Assessment	17
Assigned	391
Awaiting Customer	210
In Development	7
Pending Prod Approval	10
Rework	1
System Test	16
Grand Total	**788**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	32
	Asset Management	5
	Cash Receipts	3
	ePro	5
	General Ledger	21
	Interfaces	10
	None	5
	PeopleTools	1
	Project Costing	2
	Purchase Orders	12
	Reports	13
	Security	5
	Strategic Sourcing	1
	Supplier Contracts	1
High		**277**
Medium		**442**
Low		**69**
Grand Total		**788**

CAPPS Financials User Group Meeting 07/30/20

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	7
Assessment	1
Assigned	147
Awaiting Customer	67
In Development	3
Pending Prod Approval	2
System Test	4
Grand Total	**277**

All SRs by Status

(Includes Closed, Completed after 06/01/20)

Status	Count of Status
Acceptance Testing	18
Assessment	17
Assigned	391
Awaiting Customer	210
Closed	22
Completed	296
Governance	2
Hold	20
In Development	7
In Work	118
Pending Prod Approval	10
Rework	1
System Test	16
Grand Total	**1128**

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CAPPS Financials Trend Report – Service Requests

June 2019 – June 2020

Status	2019 JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	2020 JUN	Totals
Opened	277	306	418	478	503	382	437	415	483	387	359	294	366	**5,105**
Closed	206	199	416	508	462	375	334	393	471	528	399	276	317	**4,884**

Monthly trend for SR's opened and closed

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